# Roles and Responsibilities
## for the SLD, AITR, and ESD

**Service Level Director (SLD):**

## A. Primary Responsibilities:
1. The SLD is the primary VITA representative to the agency with responsibility for working with the AITR to ensure an effective and efficient transition.
2. The SLD is also the agency's primary point of contact within VITA for ongoing support activities.
3. The SLD reports to the Enterprise Service Director (ESD) for the Secretariat.

## B. Customer Service:
1. Provides timely and effective customer service to internal and external customers of the agency.
2. Provides business and IT customers with technology products and service alternatives that support business strategies.
3. Demonstrates initiative and innovation in supporting the agency's mission, goals, and objectives through activities that sustain and enhance excellence in customer service.
4. Seeks input from internal and external customers on a periodic basis as a means of evaluating and improving customer service.

## C. Technology Management:
1. Plan, develop, implement and maintain an operational IT environment that meets current and anticipated business requirements and objectives.
2. Directs, manages, and monitors infrastructure operations and work activities to accomplish the goals, objectives, and strategies of the agency.
3. Monitors and supervises operations to ensure program responsibilities and objectives are achieved, and that operations are conducted within approved budgets.
4. Keeps agency and VITA management informed of the status of assigned projects through weekly reports.
5. Complies with VITA enterprise policies and practices.
6. Directs the infrastructure security and disaster recovery strategy to comply with the agency COOP.

## D. IT Strategic Planning:
1. Participates in the Information Technology Resource Plan for the agency.
2. Allocates resources to support the agency's mission and the accomplishment of agency and VITA goals, objectives, and strategies.

## Agency IT Resource (AITR):

### A. Primary Responsibilities:
1. The AITR is the primary agency representative to VITA, with responsibility for working with the SLD to ensure an effective and efficient transition and ongoing support.
2. The AITR provides authorization for VITA to purchase or provide IT-related goods or services on the agency's behalf.
3. The AITR is the primary point of contact within the agency for implementation of Integration, and planning and initiation of Transformation.

### B. Additional Responsibilities:
1. Provide feedback regarding VITA performance.
2. Participate on VITA hiring panels related to support positions on the Agency site, at her/his discretion.
3. Provide input to the EWP of the VITA SLD.
4. Collaborates to identify, define and implement Transformation opportunities.

## Enterprise Service Director (ESD):

### A. Primary Responsibilities:
1. The ESD is responsible for providing technology leadership within a secretariat, working with all affiliated agencies to provide an effective IT infrastructure that supports the business goals of the secretariat and agencies.
2. The ESD provides direction and guidance to SLDs within the Secretariat.
3. The ESD is a resource for AITRs within the secretariat in resolving agency issues/concerns.
4. The ESD builds coalitions among key secretariat, agency, and VITA personnel.

### B. Additional Responsibilities:
1. Ensure that VITA's infrastructure responsibilities are met in support of goals and objectives for the secretariat, including server support, telecommunications, networks, desktops/laptops, peripherals, and associated software.
2. Investigate and promote opportunities for service improvement, new services, and Transformation activities.
3. Coordinate and act as co-chair of the Cabinet Technology Team to address strategic leveraging of technology issues.
4. Provide leadership in strategic planning related to the acquisition, operations and maintenance of information technology.
5. Develop, monitor and adjust long range IT business plans and create associated objectives, strategies and action plans linked to secretariat and enterprise goals.